CHULA VISTA PUBLIC LIBRARY
Policy and Procedure

Title:	**Computer Lab**
Policy Number:	**LIB-010**
Approved by:	**Library Management**
Date:	**October 7, 2004**

PURPOSE:

This policy describes how the public access Computer Lab at Civic Center Branch Library may be utilized and outlines of specific procedures on its use.

POLICY:

Please CLICK on the following sections:

> *Purpose of the Lab*
> *Lab Use Rules*
> *General Rules*
> *Purpose of the Lab*

Purpose of the Lab

The Library Computer Lab is located in the lobby area of the Civic Center Branch of the Chula Vista Public Library at 365 F Street. The Bill and Melinda Gates Foundation granted the lab computers to the Chula Vista Public Library in the spring of 2000. The furniture was a joint donation by the Friends of the Library and Modular Technologies.

The purpose of the Computer Lab is to ensure the ongoing Internet training of Library professionals within the Chula Vista Public Library and the San Diego region. When not in use for library training, it is to be made available during normal Library work hours to City staff for City training. The public is welcome to use its facilities, note however, that such use is limited to organized training groups rather than individuals.

The special Windows NT profiles, security settings, disabled functions and other customized aspects of the Lab are part of a standard setup provided in Gates Foundation installations, enabling the Foundation to standardize its training and troubleshooting procedures for its grant recipients. This means that applications, Websites and other functions that operate on computers in your organization, business, school, home, or anywhere else may operate differently or not at all in the Lab. PLEASE come in (or have your trainer come or give you instructions on what to check) to preview the Lab's functions well in advanced of scheduled use.

Lab Use

- The Lab Coordinator is responsible for supervision and management of the Lab.

- The Lab Coordinator or authorized City personnel may enter the Lab premises at any time.

- There are no registration fees or charges for use of the Library Computer Lab.

- No organization may charge attendees for the use of the computers.

- The Lab and Library facilities may not be used for meetings, which are commercial in their purpose or aims.

- Approving the use of the facilities in no way constitutes endorsement of the policies or beliefs of anyone using the Computer Lab.

- Neither the name nor address of the Chula Vista Public Library may be used as a mailing address for an organization meeting in the Lab.

- Illegal use of the Lab and facilities is prohibited.

- Users may not make illegal copies of the copyrighted software owned by the Library, nor may they use Library equipment to duplicate other software illegally.

- Software and online information is protected under the Copyright Law of the United States of America, Title 17, U.S. Code. Software piracy is a crime. Violators will automatically lose their computer use privileges and may be subject to criminal prosecution.

- There are State and Federal laws governing the use of Computer and telecommunications resources. Lab users are required to abide by these laws as well as Library policy.

- The applicant agrees to hold the City of Chula Vista, the Library Trustees, including each and all of their respective officers, as agents and employees, at all times free and harmless from and against any and all claims, demands, or judgments which arise out of, and in connection with, or be the result of any injury or loss of any kind sustained or suffered by any person or persons while attending a Library Computer Lab session, or while on the premises of the Library building and grounds.

- Provisions of this policy may be waived or amended under special conditions only by the approval of the Library Director or his/her designated agent.

General Rules

- Applicants and all users agree to follow the Library's posted rules of conduct, and to cease use of the Lab immediately upon notice from City or Library staff to do so.

- Occupancy of the Lab must meet City of Chula Vista fire regulations.

- No food is allowed in the Lab

- Smoking and alcoholic beverages are prohibited in the Library, which includes the Computer Lab.

- Nothing may be attached to the walls or ceiling of the Lab.

- Groups using the Computer Lab must bring their own paper, pens, dry-erase markers, laser pointers, floppy disks, etc. The Library does not provide this material.

- The organization using the Lab is responsible for the prompt removal of its property at the close of the session. The Library is not responsible for equipment, supplies, materials, or other items owned by a group or organization and used by them in the Library.

   h) Lab users are responsible for cleaning up and putting things in order. No custodial staff assistance is available for this purpose.

DISCUSSION:

See the following sections:

> *Typical Uses*
> *Applying for Use*
> > *Hours*
> > *Application*
> *Preparing for Use*
> > *Orientation by Lab Coordinator*
> > *Lab Set-Up*
> > *Computer Use Guidelines*
> *Cancellation*
> *Check List*
> *Contact Information*

Typical Uses

- The Library has offered classes to the public in Basic Computing Skills, Introduction to the Internet, using Web-based E-mail, and using the Library's new online catalog system, CV Links.

- Outside community groups have come in to use Microsoft Internet Explorer, Word and Publisher.

Applying for Use

HOURS:

The Computer Lab is available to the public for public group training during the following hours:

Monday & Wednesday - 12 to 7:45pm

Tuesday, Thursday & Friday- 10am to 5:45pm

Sunday - not available

The lab is secured at all times when not in use for training or maintenance. Groups planning to use the Lab must pick up a key from the Library's Adult Information Desk and return it each time they use the Lab.

APPLICATION:

> ➢ Requests for use of the Lab should be made not less than ten days and not more than six months in advance of the program. (See Application Form.)

> ➢ An authorized, responsible contact person (or a designated trainer), who is at least eighteen years of age, must serve as the central contact for the Library Staff regarding each Lab booking, and agree to accept responsibility for all Library property, the condition of the room, and the conduct of the group. The contact person or trainer is also responsible for obtaining the key and securing the Lab, and is expected to be in attendance for the entire duration of the Lab use session.

> ➢ **Computer Lab Application Form** for use of the Lab must be filed in writing with the Lab Coordinator who is authorized to grant or deny permission for use of the Lab. The applicant will receive verbal notice of approval or disapproval of the application as soon as possible.

> ➢ Children or student groups must have adequate supervision of a person at least eighteen years of age.

> ➢ Permission to use the Computer Lab is not transferable from one organization to another.

> ➢ Any change of the authorized officer or Lab session content indicated on the application form should be submitted to the Lab Coordinator.
> 7) Application forms and contact information for the Lab Coordinator is available at the Civic Center Branch Information Desk.

> Click here for **Computer Lab Application Form**

Preparing for Use

ORIENTATION BY LAB COORDINATOR:

> ➢ The authorized representative or trainer must schedule a short training/orientation session with the Lab Coordinator before the first time of intended use.

➢ The Lab Coordinator usually works from 7:45am to 4:45pm on weekdays other than Thursdays when his/her hours are 12 to 9:00pm. At other times please contact him/her through voice mail or e-mail.

➢ Time must be allowed to check that any software applications to be used are operating as expected. Trainers MUST preview the Lab set-up before the actual day of training: the Library staff cannot train trainers "on the fly."

➢ Library staff (including the Lab Coordinator) cannot change the configuration or set-up of the computers in the Lab. Library staff cannot add or delete programs, create or modify network accounts, or bypass any security settings.

➢ The Lab computers are not set up to run programs from floppy disk or from CD-ROM's. Only programs already installed on the computers may be used in the Lab. Floppy disks may be used only to save work done by Lab users, not to run programs. Note that CD-ROM drives are physically sealed.

➢ The Internet changes daily. There will always be websites or Internet programs that the Lab computers cannot access. Prior testing is essential.

LAB SET-UP:

➢ By the day of scheduled training, the Lab Coordinator should have:

⬧ Confirmed the day(s) and time(s).

⬧ Received an official Lab Application

⬧ Met with the group's contact or trainer at the Lab and made sure the software applications to be used are available and functioning as expected, and reviewed log in procedures (see below).

⬧ Explained the need for parking permits to anyone who will be at the Library longer than 2 hours. Permits are available at any public service counter.

➢ Groups should have ready any extra supplies, including dry erase markers, erasers or dry erase cleaner for the whiteboard; paper for the printer; floppy disks for trainees; other office supplies, etc. These are not supplied in the Lab.

➢ Upon entering the Lab, air conditions should be turned on by turning the dial on the wall to the left of the door clockwise.

➢ PC's are left off to allow clean starts, to reduce heat in the Lab, and to save energy. Each PC and each monitor must be turned on from the main power switches on the front.

➢ If the printer is to be used, it must also be turned on, and the paper the users are supplying loaded.

➤ The wireless keyboard, wireless mouse and teaching PC monitor projector remote control will be on the movable podium next to the west wall where the teaching PC's monitor is projected.

➤ The teaching PC's monitor projector, mounted on the east wall to the left of the door may be turned on with the switch above the power supply at its right rear side. Pressing and holding the Standby button on the remove control will activate the projector.

➤ On finishing the training, the projector should be turned off with the power switch.

➤ Each PC & monitor should be Shut Down from Windows NT (from the Shut Down option on the Start menu or the option on the CTRL-ALT-DEL dialog box), until "It is now safe to turn off your computer" appears on the screen. Each PC & monitor must then be turned off by the power switches on the front.

➤ The printer should be turned off.

➤ Please make sure the whiteboard is clean, A/C and lights are turned off and all personal items picked up. All Lab doors should be closed and locked when leaving.

COMPUTER USE GUIDELINES:

➤ Many routinely used functions of various software applications or Windows NT are disabled in the Lab, according to the standard Gates Foundation installation/training/troubleshooting setup.

➤ The City's MIS technical staff will maintain the equipment in the Lab to the best of their abilities and every effort will be made to resolve hardware or software problems in a timely manner should they occur. Please contact the Adult Information desk at 3002 from the Lab phone if a problem is interrupting the training session.

➤ Downloading or saving data to the hard drives of the workstations is disabled. Users are encouraged to bring their own pre-formatted, blank 3.5" disk for storing information. Disks are also available for purchase from the Library Circulation desk during open hours.

➤ Users and trainers should be aware that information or software downloaded from the Internet might contain viruses. Neither the Library nor the City of Chula Vista shall be held liable for any computer damage resulting from the downloading of infected data on the Library Lab computers to users' floppy disks.

➤ Lab users and trainers are welcome to recommend software or hardware for the Library's purchase consideration, but doing so will not be considered a guarantee or commitment on the part of the Library to purchase/install any software or hardware.

Cancellation

The Lab Coordinator should be given at least 72 hours advance notice of the group's desire to cancel an approved Computer Lab session. In the event cancellation by the Library is necessary for any reason, every effort will be made to notify the applicant at least 72 hours in advance of the approved session.

Checklist

- Contact Lab Coordinator
- Submit application form
- Inspect lab, check software works as expected on lab machines
- Review login procedure
- Make arrangements to pick up Lab key
- Get supplies
- Pick up parking stickers

Contact Information

- Lab Coordinator

    Randal Fai
    Digital Services Technician
    Civic Center Branch
    rfai@chulavista.lib.ca.us
    619-585-5671

- Backup Lab Coordinator

    Jodie Sawina
    Digital Services Manager
    Civic Center Branch
    jsawina@chulavista.lib.ca.us
    619-691-5138
    Cell 619-587-0383

CITY OF
CHULA VISTA

Application for Use of the Library Computer Lab
(PLEASE PRINT)

Date of application: _____

Name of organization: _____

Type of organization: _____

Address: _____

Name of authorized officer of organization: _____

Phone #:_____

Nature of Lab Use: _____

Day (of week) of Lab use: _____ **Date** of Lab Use: _____

Session Start Time: _____ Session End Time: _____
(Please note end time must include ample time for clean-up)

By signing below, as authorized officer representing the above-identified organization, I am indicating that I have read and understand the **Library Computer Lab Guidelines and Policies** and that I and my users agree to abide by the elements and conditions thereof.

Signature of applicant/authorized officer: _____

Please note: Only equipment already installed or present in Lab is available.
Blank, pre-formatted, IBM-compatible 3.5" floppy disks are available at the Circulation desk for a nominal charge.

For Office Use Only

Application approved by Lab Coordinator _____ (initials)

Application denied by Lab Coordinator _____ (initials)
Reason for application denial:

_____

Applicant notified   Notification date _____